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ABSTRACT

Surveys of admitted students (N=309) at the University of Maryland College Park (UMCP) were conducted in order to obtain admitted applicants' views of the functioning of the Admission Office and to assess differences in responses of certain subgroups of applicants. The four classification variables defining the subgroups were: acceptance status (accepted vs declined admission); race (black vs white); residence status (in-state vs out-of-state); and achievement level (high vs other). Two different but related surveys were developed for the acceptors and the decliners. Results indicated: those who accepted admission had a lower mean rating of the friendliness of the admissions staff than did those who declined admission; there was a statistically significant interaction between acceptance status and residence; there was a higher percentage of acceptors who indicated their experiences with the UMCP Admissions Office in any way led to their decision to attend UMCP than of decliners; and a larger percentage of blacks than whites indicated that their experiences with the UMCP Admissions Office affected their decision to attend or not attend UMCP. The major portion of the document consists of tables providing statistical details and attachments detailing frequencies of various responses. (SM)

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An Introduction to the Surveys of Applicants
Who Accepted or Declined Admission to UMCP

December 1988

Mary Diederich Ott

Office of Institutional Studies
University of Maryland at College Park

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An Introduction to the Surveys of Applicants Who Accepted or Declined Admission to UMCP

Surveys of admitted students were conducted at the request of the Committee to Review the Office of Undergraduate Admissions. Surveys were intended to obtain admitted applicants' views of the functioning of the Admissions Office, and to assess differences in responses of certain subgroups of applicants.

The four classification variables defining the subgroups are as follows:

- 1.) acceptance status (accepted vs. declined admission);
- 2.) race (Black vs. White);
- 3.) residence status (in-state vs. out-of-state resident); and
- 4.) achievement level (high vs. other).

Those who had accepted admission (the acceptors) were defined as those who had paid the acceptance fee or who had the fee waived. Those who had declined admission (the decliners) were defined as those who had returned a postcard indicating that they would not be attending UMCP. The large number of admitted applicants who neither accepted nor declined admission (approximately 3,900) were excluded from the population.

High achievement applicants were those who had total SAT scores of 1200 or above and a high school gpa of 3.5 or above, and those who were National Merit, National Achievement, or Maryland Distinguished Scholar participants.

Population and Sample

The total population consisted of a subset of new first-time freshman applicants to UMCP for admission to the Fall 1988 term who were admitted and, as of June 20, 1988, had accepted admission or declined admission. All cases with foreign mailing addresses were excluded from the population. Only U.S.

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citizens, immigrants, or refugees were included. Only those cases with race codes of Black or White were included.

Each member of the population was assigned to one of 16 groups, formed by all combinations of the classification variables. Then a sample was randomly drawn from each group.

There was a subsequent small reduction (N=3) in the population to delete applicants whose acceptance data were inconsistent. Another 51 acceptors and 3 decliners changed their acceptance status between June 20, 1988 when the population and sample were defined, and August 2, 1988 when the final analysis data file was derived. Finally, 5 members of the acceptors sample indicated on their surveys that they were not going to attend UMCP. These 56 acceptors and 3 decliners were removed from the population and, where applicable, from the samples.

The final population, sample, and respondent numbers are given in Table A-1 by the 16 groups, and in Table A-2 for each of the levels of the classification variables. Table A-3 presents the sampling proportions (sample/population) and response rates (respondents/sample) for each of the levels of the classification variables. The final population sizes were 3,251 acceptors and 2,194 decliners (5,445 total). The final sample sizes were 461 acceptors and 488 decliners (949 total). The final numbers of respondents were 309 acceptors and 282 decliners (591 total). The response rates were 67 percent for acceptors, 58 percent for decliners, and 62 percent overall. These response rates mean there is a likelihood of nonresponse bias.

Survey Design and Mailing

Two different but related surveys were developed for the acceptors and the decliners. The survey for acceptors included an item in Question C (Orientation) that was omitted on the decliners survey. The survey for decliners included Question EE and Question G that were not included on the

acceptors survey. Finally, item F was phrased differently on the two surveys. For acceptors, it was stated as: "Did your experiences with the UMCP Admissions Office in any way lead to your decision to attend UMCP?" For decliners, it was stated as: "Did your experiences with the UMCP Admissions Office in any way lead to your decision not to attend UMCP?"

Each survey was personalized by including the name and address of the applicant on a brief letter that preceded the survey items. In order to be able to associate the responses with admissions data for each respondent, the applicant's social security number was precoded on the survey form.

For both the acceptors and decliners, the following schedule of mailings was used:

- 1.) Mailing of survey to all--July 21, 1988;
- 2.) Mailing of postcard reminder to all--July 29, 1988;
- 3.) Mailing of second copy of survey to those who didn't return the first--August 29, 1988.

The final data file was created October 18, 1988. The few surveys received after that date were excluded from the analysis.

Methods of Analysis

Question A. The various questions on the survey lend themselves to different types of analyses. Question A is a Likert-type question. Table 1 gives the estimated population mean for each item in A. The estimated population mean is obtained by differentially weighting the responses from the 16 groups and then obtaining a weighted mean.

Tables 1.1 to 1.5 present the estimated population means for each level of the four classification variables (acceptance status, race, residence status, achievement level). The (unweighted) responses to each item were analyzed using analysis of variance. The level of significance for all

analyses of variance was chosen as .01 because of the large number of analyses. The note at the bottom of each table (Tables 1.1 to 1.5) indicates the results of the analysis of variance for that item. For example, the note to Table 1.1 indicates that acceptance status was a statistically significant effect. The significant difference shown in Table 1.1 is that those who accepted admission had a smaller mean rating of the friendliness of the admissions staff than did those who declined admission. (Throughout these surveys, a smaller mean score is "better" than a larger mean score.) In reviewing these tables, note that for items for which analysis of variance indicated no statistically significant effects or interactions, the estimated population mean in Table 1 is adequate to represent the responses.

Tables 1.3 and 1.4 have continuation pages giving the estimated population means for the following subclassifications: accepted admission, in-state resident; accepted admission, out-of-state resident; declined admission, in-state resident; and declined admission, out-of-state resident. These are given because the analysis of variance for these items showed a statistically significant interaction between acceptance status and residence. Figures 1 and 2 show the nature of these interactions for the two items. Figure 1 corresponds to Table 1.3. Figure 2 corresponds to Table 1.4. As shown in Figure 1, the means for acceptors are smaller than those for decliners if the respondents are in-state residents. The means for acceptors are larger than those for decliners if the respondents are out-of-state residents.

For Figure 2 (Table 1.4), the means for acceptors are larger than those for decliners for both in-state and out-of-state residents. For acceptors the means for out-of-state residents were larger than those for in-state residents; however, for decliners the means for out-of-state residents were smaller than those for in-state residents.

STATISTICS BY AD AND RESIDENCE
PLOT OF A3MEAN*RESID SYMBOL IS VALUE OF AD

9:30 WEDNESDAY, NOVEMBER 23, 1988

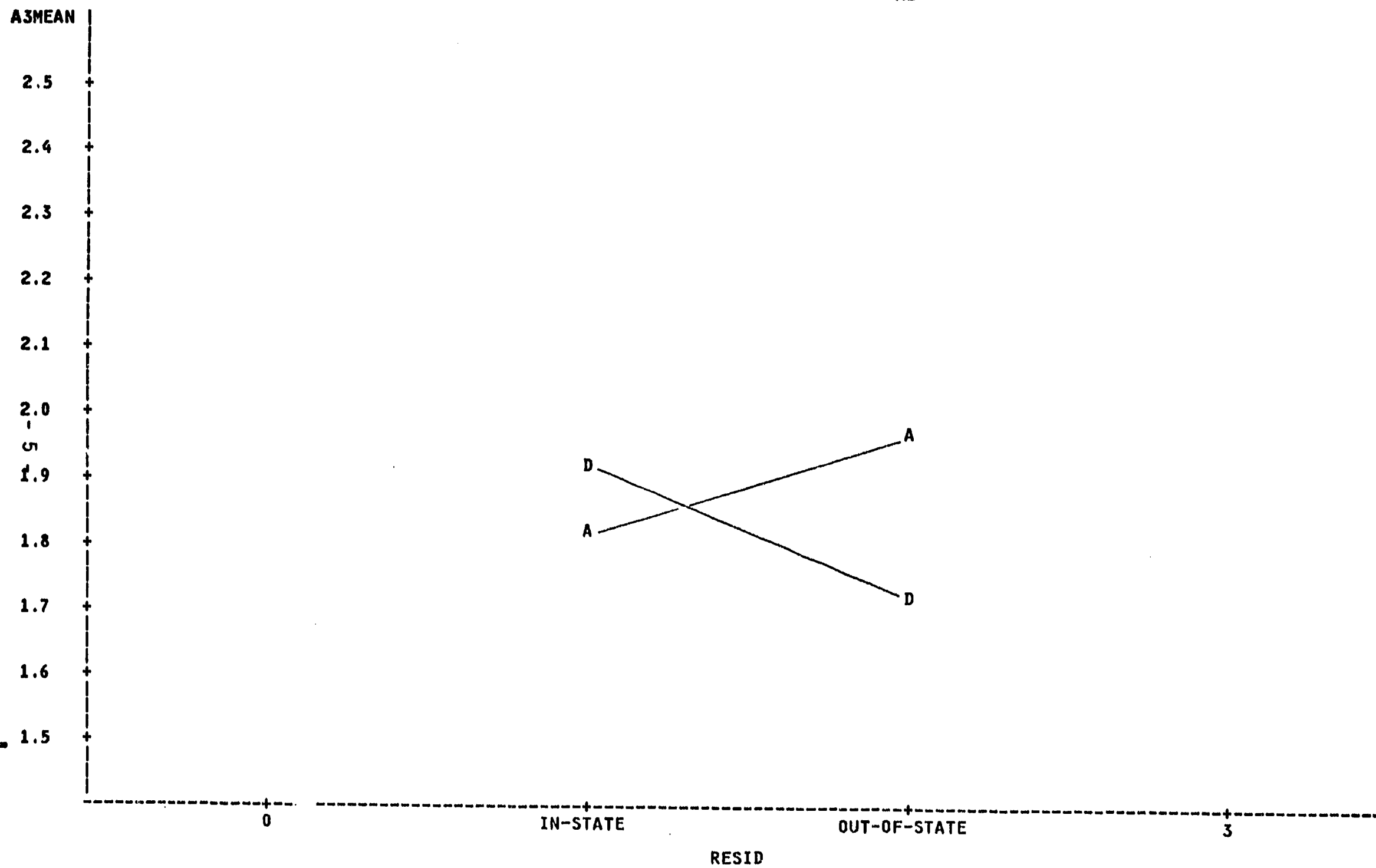


Figure 1

STATISTICS BY AD AND RESIDENCE
 PLOT OF A4MEAN*RESID SYMBOL IS VALUE OF AD

9:30 WEDNESDAY, NOVEMBER 23, 1988

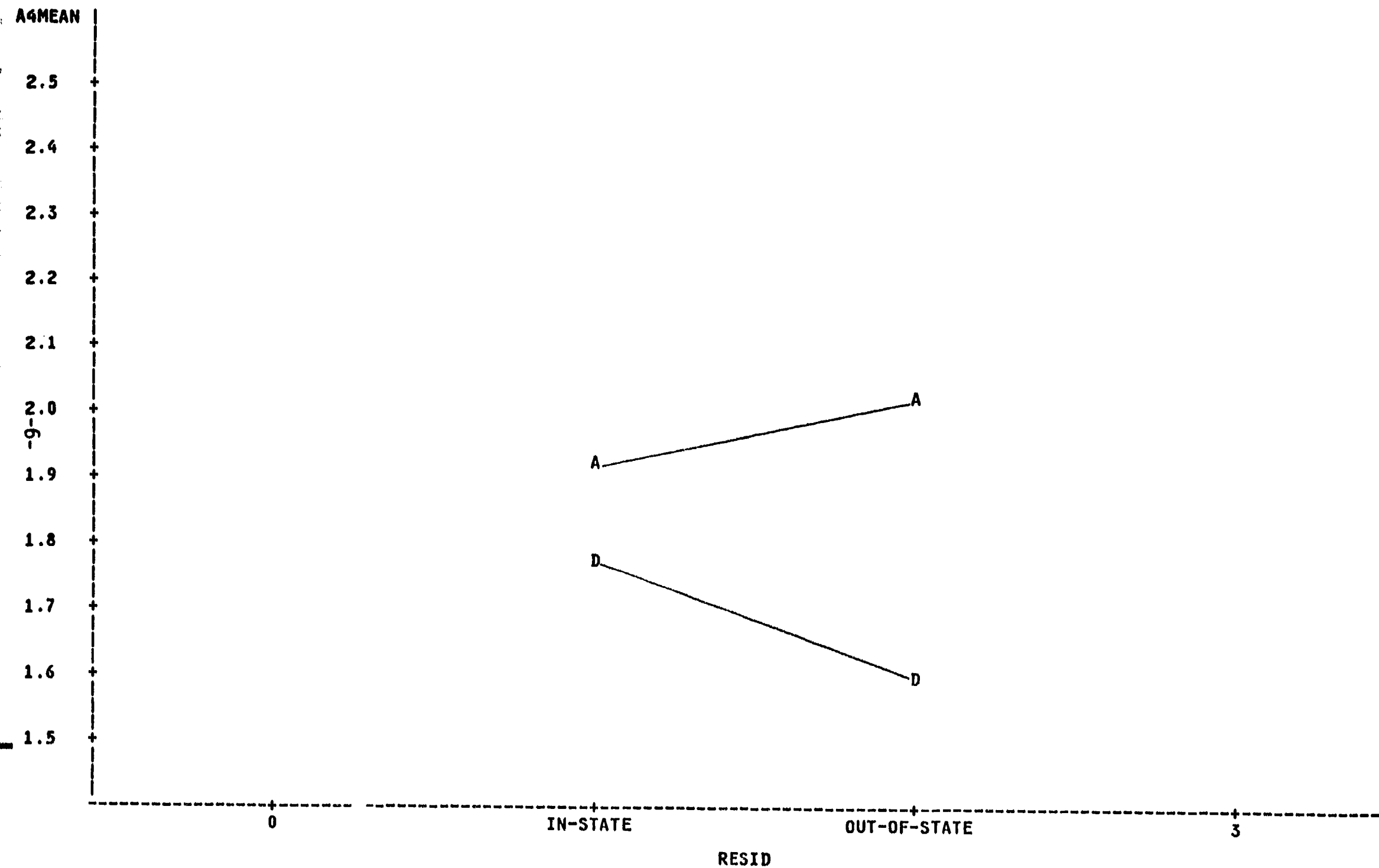


Figure 2

Question B. Multiple responses were allowed in Question B. Tables 2.1 to 2.5 give the estimated percentages of the population who would have selected the item. Table 2.1 gives the estimated percentages for the total population, and Tables 2.2 to 2.5 give the estimated percentages by each level of the classification variables. Specific responses to the "other" option (B8) are included in Attachment 1, and are crosstabulated by "group" of the respondent in the printout (Attachment 2).

Question C. Analysis of variance was used for Question C, another Likert-type question. Note that Item C5 (Orientation) only appeared on the surveys to acceptors. Table 3 presents the estimated weighted mean for each item for the estimated total population. The number in the population has been reduced by the proportion of respondents who indicated that they had had no contact with the office or department referred to in the item.

Tables 3.1 to 3.6 present the estimated population mean for each level of the classification variables, and the results of the analysis of variance for each item. For items for which analysis of variance indicated no statistically significant effects or interactions, the overall population mean in Table 3 is adequate to represent the responses. The departments specified in C are given in Attachment 3.

Question D. Question D is similar in style to Question B. Multiple responses were allowed. Responses to Question D are given in Tables 4.1 to 4.5. These give the estimated percentages of the population who would have selected the item. Table 4.1 gives the estimated percentages for the total population, and Tables 4.2 to 4.5 give the estimated percentages by each level of the classification variables. Specific responses to the "other" option (D7) are included in Attachment 4, and are crosstabulated by the "group" of the respondent in the printout (Attachment 2).

Question E. Analysis of variance was used for Question E, a Likert-type question. Table 5 presents the estimated weighted mean for each item for the estimated total population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them. Tables 5.1 to 5.5 present the estimated population means for each level of the classification variables, and the results of the analysis of variance for each item. For items for which analysis of variance indicated no statistically significant effects or interactions, the overall population mean in Table 5 is adequate to represent the responses.

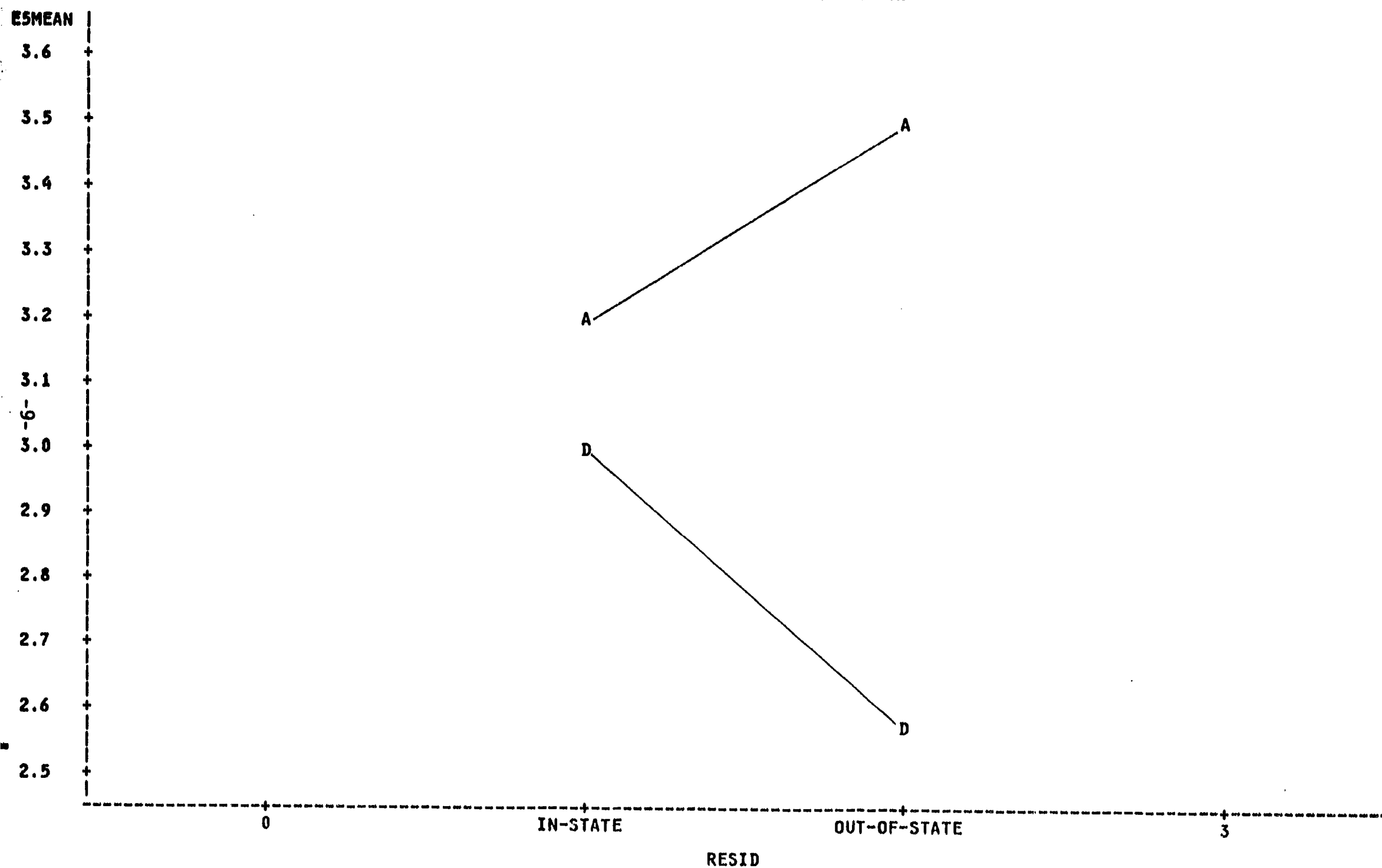
Table 5.5 has a continuation page giving the estimated population means for the following subclassifications: accepted admission, in-state resident; accepted admission, out-of-state resident; declined admission, in-state resident; declined admission, out-of-state resident. These are shown because of the statistically significant interaction between acceptance status and residence for item E5. As shown in Figure 3, the means for acceptors are smaller for in-state residents than for out-of-state residents; for decliners, the means are smaller for out-of-state residents than for in-state residents.

Question EE. Question EE was only asked of those who declined admission. The items in EE are identical to those in E, but refer to the institution the student planned to attend in the fall, rather than to UMCP. Question EE was analyzed using analysis of variance. Table 6 presents the estimated weighted mean for each item for the estimated total decliner population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Tables 6.1 to 6.5 present the estimated population mean for each level of the classification variables, and the results of the analysis of variance for each item. For all items in Question EE, analysis of variance indicated that there were no statistically significant effects or interactions. Thus the

STATISTICS FOR E5 BY AD AND RESID
PLOT OF E5MEAN*RESID SYMBOL IS VALUE OF AD

9:29 WEDNESDAY, NOVEMBER 23, 1988



overall population means in Table 6 are adequate to represent the responses of the declined admission population to the items in Question EE.

Question F. Logit analysis was used for Question F because the response was not a scale but was dichotomous ("yes" or "no"). Logit analysis is a method of determining what effects need to be entered into a model for adequately predicting the value of a categorical dependent variable. The analysis may be viewed as that of a multidimensional contingency table or chi-square analysis.

Note that Question F was phrased differently for acceptors and for decliners, as given in the headings to Tables 7.1 and 7.2. Logit analysis of the effects acceptance, race, and residence status, and of the interactions of these effects indicated that the following effects are significant at $p < .05$: acceptance status and race. Achievement levels were omitted from the analysis because of zero cell values.

The analysis indicated a higher percentage of acceptors who indicated that their experiences with the UMCP Admissions Office in any way led to their decision to attend UMCP than of decliners who indicated that their experiences with the UMCP Admissions Office in any way led to their decision not to attend UMCP. (Estimated population percentages were 16.8% of those who accepted admission and 9.5% of those who declined admission.)

A larger percentage of Blacks than of Whites (estimated population percentages of 22.5% of Blacks, 12.5% of Whites) indicated that their experiences with the UMCP Admissions Office in any way led to their decision to attend or not to attend UMCP. This difference by race was particularly marked for those who accepted admission, as shown in Table 7.1.

Question G. Question G appeared only on the decliners survey. The estimated population percentages responding "yes" to this question are given in Table 8. There were so few "no" responses that no further analysis was

required. The schools that the decliners chose to attend and the general comments given by the respondents will be made available in the near future.

TABLES

Table A-1

Population, Sample, and Respondent Numbers by Group

Classification Variables	Accepted Admission				Declined Admission			
	Group	Population	Sample	Respondents	Group	Population	Sample	Respondents
Blacks								
In-State								
High Ach.	1	34	34	20	9	50	50	30
Other	2	274	77	52	10	114	79	41
Out-of-State								
High Ach.	3	11	11	8	11	15	15	8
Other	4	160	79	47	12	74	74	39
Whites								
In-State								
High Ach.	5	264	54	44	13	264	55	34
Other	6	1,483	78	50	14	663	80	54
Out-of-State								
High Ach.	7	51	51	36	15	103	55	32
Other	8	974	77	52	16	911	80	44

Note. The total population consists of a subset of new first-time freshman applicants to UMCP for admission to the Fall 1988 term who were admitted and, as of June 20, 1988, had (a) accepted admission or (b) declined admission. All cases with foreign mailing addresses were excluded from the population. Only those cases with race codes of Black or White were included.

Samples were randomly selected, by selecting 55 from each high-achieving subgroup and 80 from each other-achieving subgroup. If fewer cases existed in a subgroup, all of them were selected.

Cases were omitted that changed acceptance status by August 3, 1988. The total population was 5,445. The total sample was 949. The total number of respondents was 591.

Table A-2

Population, Sample, and Respondent Numbers by Classification

<u>Classification Variables</u>	<u>Accepted Admission</u>			<u>Declined Admission</u>			<u>All Cases</u>		
	<u>Population</u>	<u>Sample</u>	<u>Respondents</u>	<u>Population</u>	<u>Sample</u>	<u>Respondents</u>	<u>Population</u>	<u>Sample</u>	<u>Respondents</u>
Race									
Black	479	201	127	253	218	118	732	419	245
White	2,772	260	182	1,941	270	164	4,713	530	346
Residence status									
In-state resident	2,055	243	166	1,091	264	159	3,146	507	325
Out-of-state resident	1,196	218	143	1,103	224	123	2,299	442	266
Achievement status									
High achievement	360	150	108	432	175	104	792	325	212
Other achievement	2,891	311	201	1,762	313	178	4,653	624	379
All cases	3,251	461	309	2,194	488	282	5,445	949	591

Table A-3

Sampling Proportions and Response Rates by Classification

<u>Classification Variable</u>	<u>Accepted Admission</u>		<u>Declined Admission</u>		<u>All Cases</u>	
	<u>Sampling Proportion</u>	<u>Response Rate</u>	<u>Sampling Proportion</u>	<u>Response Rate</u>	<u>Sampling Proportion</u>	<u>Response Rate</u>
Race						
Black	.420	.632	.862	.541	.572	.585
White	.094	.700	.139	.607	.112	.653
Residence status						
In-state resident	.118	.683	.242	.602	.161	.641
Out-of-state resident	.182	.656	.203	.549	.192	.602
Achievement status						
High achievement	.417	.720	.405	.594	.410	.652
Other achievement	.108	.646	.173	.569	.134	.607
All cases	.142	.670	.222	.578	.174	.623

Table 1

**Estimated Population Means for Items in Question A:
"Please rate the following components
of the admissions process at UMCP."**

<u>Item</u>	<u>Estimated Population Mean</u>	<u>Population</u>	<u>Number of Respondents</u>
1. Friendliness of the admissions staff	1.82	5,445	562
2. Efficiency of admissions process	2.03	5,445	579
3. Quality of mailings from Admissions Office	1.85	5,445	587
4. Clarity of requirements for admission	1.85	5,445	587
5. Portrayal of UMCP in publications	1.88	5,445	584

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = excellent, 2 = good, 3 = neutral, 4 = poor, and 5 = very poor.

Table 1.1

**Estimated Population Means for Responses
to Question A: "Please rate the following
components of the admissions process at UMCP."**

Item A1: Friendliness of the admissions staff

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item A1</u>
Total (N ^a =5,445)	1.82	562

Accepted admission (N=3,251)	1.64	305
Declined admission (N=2,194)	2.08	257

Black (N=732)	1.84	239
White (N=4,713)	1.82	323

In-state resident (N=3,146)	1.79	307
Out-of-state resident (N=2,299)	1.86	255

High achievement (N=792)	1.89	199
Other achievement (N=4,653)	1.81	363

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = excellent, 2 = good, 3 = neutral, 4 = poor, and 5 = very poor. Analysis of variance indicated that the following effect is significant at $p < .01$: acceptance status (accepted vs. declined admission).

^aNumber in the population.

Table 1.2

Estimated Population Means for Responses
to Question A: "Please rate the following
components of the admissions process at UMCP."

Item A2: Efficiency of admissions process

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item A2</u>
Total (N ^a =5,445)	2.03	579

Accepted admission (N=3,251)	2.10	304
Declined admission (N=2,194)	1.91	275

Black (N=732)	1.88	237
White (N=4,713)	2.05	342

In-state resident (N=3,146)	2.06	316
Out-of-state resident (N=2,299)	1.98	263

High achievement (N=792)	2.18	207
Other achievement (N=4,653)	2.00	372

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = excellent, 2 = good, 3 = neutral, 4 = poor, and 5 = very poor. Analysis of variance indicated that the following effect is significant at $p < .01$: race.

^aNumber in the population.

Table 1.3

**Estimated Population Means for Responses
to Question A: "Please rate the following
components of the admissions process at UMCP."**

Item A3: Quality of mailings from Admissions Office

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item A3</u>
Total (N ^a =5,445)	1.85	597

Accepted admission (N=3,251)	1.87	306
Declined admission (N=2,194)	1.83	281

Black (N=732)	1.75	244
White (N=4,713)	1.87	343

In-state resident (N=3,146)	1.85	321
Out-of-state resident (N=2,299)	1.85	266

High achievement (N=792)	2.16	211
Other achievement (N=4,653)	1.80	376

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = excellent, 2 = good, 3 = neutral, 4 = poor, and 5 = very poor. Analysis of variance indicated that the following effects and interactions are significant at $p < .01$: acceptance status (accepted vs. declined admission), race, achievement level, and the interaction of acceptance status by residence status. (Acceptance status and achievement level are only marginally significant.)

^aNumber in the population.

Table 1.3 (Con't.)

**Estimated Population Means for Responses
to Question A: "Please rate the following
components of the admissions process at UMCP."**

Item A3: Quality of mailings from Admissions Office

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item A3</u>
Accepted admission		
In-state resident (N ^a =2,055)	1.81	163
Out-of-state resident (N=1,196)	1.98	143

Declined admission		
In-state resident (N=1,091)	1.93	158
Out-of-state resident (N=1,103)	1.72	123

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = excellent, 2 = good, 3 = neutral, 4 = poor, and 5 = very poor. Analysis of variance indicated that the following effects and interactions are significant at $p < .01$: acceptance status (accepted vs. declined admission), race, achievement level, and the interaction of acceptance status by residence status. (Acceptance status and achievement level are only marginally significant.)

^aNumber in the population.

Table 1.4

**Estimated Population Means for Responses
to Question A: "Please rate the following
components of the admissions process at UMCP."**

Item A4: Clarity of requirements for admission

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item A4</u>
Total (N ^a =5,445)	1.85	587

Accepted admission (N=3,251)	1.96	306
Declined admission (N=2,194)	1.69	281

Black (N=732)	1.76	244
White (N=4,713)	1.86	343

In-state resident (N=3,146)	1.87	321
Out-of-state resident (N=2,299)	1.83	266

High achievement (N=792)	1.89	211
Other achievement (N=4,653)	1.85	376

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = excellent, 2 = good, 3 = neutral, 4 = poor, and 5 = very poor. Analysis of variance indicated that the following effect and interaction are significant at $p < .01$: acceptance status (accepted vs. declined admission) and the interaction of acceptance status by residence status.

^aNumber in the population.

Table 1.4 (Con't.)

Estimated Population Means for Responses
to Question A: "Please rate the following
components of the admissions process at UMCP."

Item A4: Clarity of requirements for admission

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item A4</u>
Accepted admission		
In-state resident (N ^a =2,055)	1.93	163
Out-of-state resident (N=1,196)	2.03	143

Declined admission		
In-state resident (N=1,091)	1.78	158
Out-of-state resident (N=1,103)	1.61	123

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = excellent, 2 = good, 3 = neutral, 4 = poor, and 5 = very poor. Analysis of variance indicated that the following effect and interaction are significant at $p < .01$: acceptance status (accepted vs. declined admission) and the interaction of acceptance status by residence status.

^aNumber in the population.

Table 1.5

**Estimated Population Means for Responses
to Question A: "Please rate the following
components of the admissions process at UMCP."**

Item A5: Portrayal of UMCP in publications

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item A5</u>
Total (N ^a =5,445)	1.88	584

Accepted admission (N=3,251)	1.88	306
Declined admission (N=2,194)	1.88	278

Black (N=732)	1.85	244
White (N=4,713)	1.88	340

In-state resident (N=3,146)	1.88	319
Out-of-state resident (N=2,299)	1.88	265

High achievement (N=792)	2.03	209
Other achievement (N=4,653)	1.85	375

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = excellent, 2 = good, 3 = neutral, 4 = poor, and 5 = very poor. Analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aNumber in the population.

Table 2.1

**Estimated Percentage of the Total Population Who
Would Have Responded to Options in Question B:
"What types of contact did you have with
the UMCP Admissions Office?"**

<u>Options</u>	<u>Total Population (N=5,445)</u>
1. Mail	97.6%
2. Telephone	53.5
3. College fair	28.0
4. Visit from an admissions officer to your school or town	22.8
5. Visit to campus for First Glance Session	21.3
6. Admissions Office tour of UMCP	32.2
7. Individual appointment with admissions officer	6.4
8. Other	12.2
Estimated percentage responding to one or more of the options	98.9

Note. Results are based on a total of 591 respondents from the total sample.

Table 2.2

**Estimated Percentage of the Populations Who Accepted
or Declined Admission Who Would Have Responded
to Options in Question B: "What types of contact
did you have with the UMCP Admissions Office?"**

Options	Population	
	Accepted Admission (N=3,251)	Declined Admission (N=2,194)
1. Mail	98.0%	97.1%
2. Telephone	65.4	35.9
3. College fair	25.9	31.1
4. Visit from an admissions officer to your school or town	23.5	21.8
5. Visit to campus for First Glance Session	25.0	15.9
6. Admissions Office tour of UMCP	42.5	17.0
7. Individual appointment with admissions officer	7.3	5.1
8. Other	10.6	14.5
Estimated percentage responding to one or more of the options	98.5	99.5

Note. Results are based on a total of 309 respondents from the accepted admission sample and 282 respondents from the declined admission sample.

Table 2.3

**Estimated Percentage of the Populations of Blacks
and of Whites Who Would Have Responded to Options
in Question B: "What types of contact did you
have with the UMCP Admissions Office?"**

<u>Options</u>	<u>Population</u>	
	<u>Blacks (N=732)</u>	<u>Whites (N=4,713)</u>
1. Mail	97.5%	97.7%
2. Telephone	54.5	53.3
3. College fair	46.1	25.2
4. Visit from an admissions officer to your school or town	29.5	21.8
5. Visit to campus for First Glance Session	19.8	21.6
6. Admissions Office tour of UMCP	30.7	32.4
7. Individual appointment with admissions officer	4.5	6.7
8. Other	10.3	12.4
Estimated percentage responding to one or more of the options	100.0	98.7

Note. Results are based on a total of 245 respondents from the black sample and 346 respondents from the white sample.

Table 2.4

**Estimated Percentage of the Populations of In-State Residents and of Out-of-State Residents Who Would Have Responded to Options in Question B:
"What types of contact did you have with the UMCP Admissions Office?"**

Options	Population	
	In-State Residents (N=3,146)	Out-of-State Residents (N=2,299)
1. Mail	98.2%	97.0%
2. Telephone	54.1	52.7
3. College fair	36.2	16.7
4. Visit from an admissions officer to your school or town	34.0	7.5
5. Visit to campus for First Glance Session	18.9	24.7
6. Admissions Office tour of UMCP	31.4	33.4
7. Individual appointment with admissions officer	6.9	5.7
8. Other	10.7	14.2
Estimated percentage responding to one or more of the options	98.7	99.2

Note. Results are based on a total of 325 respondents from the in-state sample and 266 respondents from the out-of-state sample.

Table 2.5

**Estimated Percentage of the Populations With High Achievement
and With Other Achievement Who Would Have Responded
to Options in Question B: "What types of contact
did you have with the UMCP Admissions Office?"**

<u>Options</u>	<u>Population</u>	
	<u>High Achievement (N=792)</u>	<u>Other Achievement (N=4,653)</u>
1. Mail	99.0%	97.4%
2. Telephone	45.9	54.8
3. College fair	34.4	26.9
4. Visit from an admissions officer to your school or town	27.0	22.1
5. Visit to campus for First Glance Session	22.1	21.2
6. Admissions Office tour of UMCP	26.9	33.1
7. Individual appointment with admissions officer	6.5	6.4
8. Other	14.1	11.8
Estimated percentage responding to one or more of the options	100.0	98.7

Note. Results are based on a total of 212 respondents from the high achievement sample and 379 respondents from the other achievement sample.

Table 3

Estimated Population Means for Items in Question C:
 "Rate how satisfied you were with your contact
 with the following UNCP offices or departments."

<u>Item</u>	<u>Estimated Population Mean</u>	<u>Estimated Population^a</u>	<u>Number of Respondents</u>
1. Admissions	1.86	5,331	570
2. Resident Life (Housing)	2.36	4,168	429
3. Financial Aid	2.72	3,330	374
4. Honors Program	2.50	2,525	275
5. Orientation ^b	1.98	3,167	295
6. Academic department	2.14	3,871	360

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = very satisfied, 2 = satisfied, 3 = neutral, 4 = dissatisfied, and 5 = very dissatisfied.

^aEstimated number in the population. The number in the population has been reduced by the proportion of respondents who indicated that they had had no contact with the office or department.

^bOnly those who had accepted admission were asked to rate this item.

Table 3.1

**Estimated Population Means for Responses
to Question C: "Rate how satisfied you were with your
contact with the following UMCP offices or departments."**

Item C1: Admissions

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item C1</u>
Total (N ^a =5,331)	1.86	570
Accepted admission (N=3,202)	1.89	299
Declined admission (N=2,129)	1.83	271
Black (N=714)	1.77	236
White (N=4,617)	1.88	334
In-state resident (N=3,081)	1.89	312
Out-of-state resident (N=2,250)	1.82	258
High achievement (N=756)	1.98	206
Other achievement (N=4,575)	1.84	364

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = very satisfied, 2 = satisfied, 3 = neutral, 4 = dissatisfied, and 5 = very dissatisfied. Analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aEstimated number in the population. The number in the population has been reduced by the proportion of respondents who indicated that they had had no contact with the office or department.

Table 3.2

Estimated Population Means for Responses
to Question C: "Rate how satisfied you were with your
contact with the following UMCP offices or departments."

Item C2: Resident Life (Housing)

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item C2</u>
Total (N ^a =4,168)	2.36	429
Accepted admission (N=2,825)	2.39	261
Declined admission (N=1,343)	2.29	168
Black (N=592)	2.30	187
White (N=3,576)	2.37	242
In-state resident (N=2,428)	2.35	226
Out-of-state resident (N=1,740)	2.38	203
High achievement (N=557)	2.38	153
Other achievement (N=3,611)	2.36	276

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = very satisfied, 2 = satisfied, 3 = neutral, 4 = dissatisfied, and 5 = very dissatisfied. Analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aEstimated number in the population. The number in the population has been reduced by the proportion of respondents who indicated that they had had no contact with the office or department.

Table 3.3

**Estimated Population Means for Responses
to Question C: "Rate how satisfied you were with your
contact with the following UMCP offices or departments."**

Item C3: Financial Aid

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item C3</u>
Total (N ^a =3,330)	2.72	374

Accepted admission (N=2,186)	2.80	213
Declined admission (N=1,144)	2.58	161

Black (N=595)	2.80	134
White (N=2,735)	2.71	180

In-state resident (N=2,098)	2.77	215
Out-of-state resident (N=1,232)	2.64	159

High achievement (N=515)	2.74	143
Other achievement (N=2,815)	2.72	231

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = very satisfied, 2 = satisfied, 3 = neutral, 4 = dissatisfied, and 5 = very dissatisfied. Analysis of variance indicated that the following effect is significant at $p < .01$: acceptance status (accepted vs. declined admission).

^aEstimated number in the population. The number in the population has been reduced by the proportion of respondents who indicated that they had had no contact with the office or department.

Table 3.4

**Estimated Population Means for Responses
to Question C: "Rate how satisfied you were with your
contact with the following UMCP offices or departments."**

Item C4: Honors Program

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item C4</u>
Total (N ^a =2,525)	2.50	275

Accepted admission (N=1,457)	2.60	137
Declined admission (N=1,068)	2.38	138

Black (N=359)	2.54	119
White (N=2,166)	2.50	156

In-state resident (N=1,559)	2.53	157
Out-of-state resident (N=966)	2.46	118

High achievement (N=514)	2.33	131
Other achievement (N=2,011)	2.55	144

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = very satisfied, 2 = satisfied, 3 = neutral, 4 = dissatisfied, and 5 = very dissatisfied. Analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aEstimated number in the population. The number in the population has been reduced by the proportion of respondents who indicated that they had had no contact with the office or department.

Table 3.5

**Estimated Population Means for Responses
to Question C: "Rate how satisfied you were with your
contact with the following UMCP offices or departments."**

Item C5: Orientation

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item C5</u>
Total (N ^a =3,167)	1.98	295

Black (N=462)	1.80	121
White (N=2,705)	2.02	174

In-state resident (N=1,979)	2.03	157
Out-of-state resident (N=1,188)	1.91	138

High achievement (N=353)	2.04	105
Other achievement (N=2,814)	1.98	190

Note. This item was only asked of those who had accepted admission; there were 309 respondents in the accepted admission sample. Estimated population means are based on all responses of 1 through 5, where 1 = very satisfied, 2 = satisfied, 3 = neutral, 4 = dissatisfied, and 5 = very dissatisfied. Analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aEstimated number in the accepted admission population. The number in the population has been reduced by the proportion of respondents who indicated that they had had no contact with the office or department.

Table 3.6

**Estimated Population Means for Responses
to Question C: "Rate how satisfied you were with your
contact with the following UMCP offices or departments."**

Item C6: Academic department

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item C6</u>
Total (N ^a =3,871)	2.14	360

Accepted admission (N=2,701)	2.17	227
Declined admission (N=1,170)	2.06	133

Black (N=519)	2.10	146
White (N=3,352)	2.15	214

In-state resident (N=2,363)	2.17	202
Out-of-state resident (N=1,508)	2.10	158

High achievement (N=593)	2.02	148
Other achievement (N=3,278)	2.16	212

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = very satisfied, 2 = satisfied, 3 = neutral, 4 = dissatisfied, and 5 = very dissatisfied. Analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aEstimated number in the population. The number in the population has been reduced by the proportion of respondents who indicated that they had had no contact with the office or department.

Table 4.1

**Estimated Percentage of the Total Population Who Would
Have Responded to Options in Question D:
"Did you encounter any of the following
problems in applying to UMCP?"**

<u>Options</u>	<u>Total Population (N=5,445)</u>
1. Difficulty in obtaining an application	5.0%
2. Application lost by Admissions Office	1.1
3. Misplaced transcript	2.6
4. Poor communications from the Admissions Office	9.6
5. Busy signal on Admissions Office telephone for an extended period	12.7
6. Notice of admission to UMCP arrived after deposits were required elsewhere	6.5
7. Other	7.4
Estimated percentage responding to one or more of the options	32.7

Note. Results are based on a total of 591 respondents from the total sample.

Table 4.2

**Estimated Percentage of the Populations Who Accepted
or Declined Admission Who Would Have Responded
to Options in Question D: "Did you encounter any of the
following problems in applying to UMCP?"**

Options	Population	
	Accepted Admission (N=3,251)	Declined Admission (N=2,194)
1. Difficulty in obtaining an application	3.4%	7.3%
2. Application lost by Admissions Office	1.4	0.7
3. Misplaced transcript	2.8	2.2
4. Poor communications from the Admissions Office	7.6	12.5
5. Busy signal on Admissions Office telephone for an extended period	14.9	9.4
6. Notice of admission to UMCP arrived after deposits were required elsewhere	5.6	7.8
7. Other	9.1	5.0
Estimated percentage responding to one or more of the options	32.5	33.0

Note. Results are based on a total of 309 respondents from the accepted admission sample and 282 respondents from the declined admission sample.

Table 4.3

**Estimated Percentage of the Populations of Blacks
and of Whites Who Would Have Responded
to Options in Question D: "Did you encounter any of the
following problems in applying to UMCP?"**

<u>Options</u>	<u>Population</u>	
	<u>Blacks (N=732)</u>	<u>Whites (N=4,713)</u>
1. Difficulty in obtaining an application	6.6%	4.7%
2. Application lost by Admissions Office	1.8	1.0
3. Misplaced transcript	2.0	2.7
4. Poor communications from the Admissions Office	5.9	10.1
5. Busy signal on Admissions Office telephone for an extended period	19.0	11.7
6. Notice of admission to UMCP arrived after deposits were required elsewhere	9.4	6.1
7. Other	6.1	7.6
Estimated percentage responding to one or more of the options	34.4	32.4

Note. Results are based on a total of 245 respondents from the black sample and 346 respondents from the white sample.

Table 4.4

Estimated Percentage of the Populations of In-State Residents and of Out-of-State Residents Who Would Have Responded to Options in Question D: "Did you encounter any of the following problems in applying to UMCP?"

Options	Population	
	In-State Residents (N=3,146)	Out-of-State Residents (N=2,299)
1. Difficulty in obtaining an application	1.8%	9.3%
2. Application lost by Admissions Office	1.3	1.0
3. Misplaced transcript	3.1	1.9
4. Poor communications from the Admissions Office	10.3	8.6
5. Busy signal on Admissions Office telephone for an extended period	12.0	13.7
6. Notice of admission to UMCP arrived after deposits were required elsewhere	5.9	7.4
7. Other	9.2	5.0
Estimated percentage responding to one or more of the options	32.2	33.3

Note. Results are based on a total of 325 respondents from the in-state sample and 266 respondents from the out-of-state sample.

Table 4.5

**Estimated Percentage of the Populations With High Achievement
and With Other Achievement Who Would Have Responded
to Options in Question D: "Did you encounter
any of the following problems in applying to UMCP?"**

Options	Population	
	High Achievement (N=792)	Other Achievement (N=4,653)
1. Difficulty in obtaining an application	2.0%	5.5%
2. Application lost by Admissions Office	2.5	0.9
3. Misplaced transcript	4.4	2.3
4. Poor communications from the Admissions Office	12.4	9.1
5. Busy signal on Admissions Office telephone for an extended period	12.9	12.6
6. Notice of admission to UMCP arrived after deposits were required elsewhere	7.2	6.4
7. Other	12.6	6.6
Estimated percentage responding to one or more of the options	39.3	31.5

Note. Results are based on a total of 212 respondents from the high achievement sample and 379 respondents from the other achievement sample.

Table 5

**Estimated Population Means for Items in Question E:
"Rate the timeliness of the following UMCP actions."**

<u>Item</u>	<u>Estimated Population Mean</u>	<u>Estimated Population^a</u>	<u>Number of Respondents</u>
1. Mailing of admissions forms to you	2.25	4,890	510
2. Letter offering you admission	2.41	5,440	587
3. Notification of decision by honors committee	2.66	1,218	131
4. Notification of on-campus housing availability	2.65	4,011	426
5. Notification of financial aid award decision	3.14	2,042	258

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = very quick, 2 = quick, 3 = as expected, 4 = late, and 5 = very late.

^aEstimated number in the population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Table 5.1

**Estimated Population Means for Responses
to Question E: "Rate the timeliness
of the following UMCP actions."**

Item E1: Mailing of admissions forms to you

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item E1</u>
Total (N ^a =4,890)	2.25	510

Accepted admission (N=2,947)	2.30	272
Declined admission (N=1,943)	2.17	238

Black (N=653)	2.23	216
White (N=4,237)	2.26	294

In-state resident (N=2,675)	2.23	261
Out-of-state resident (N=2,215)	2.28	249

High achievement (N=630)	2.11	174
Other achievement (N=4,260)	2.27	336

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = very quick, 2 = quick, 3 = as expected, 4 = late, and 5 = very late. A analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aEstimated number in the population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Table 5.2

Estimated Population Means for Responses
to Question E: "Rate the timeliness
of the following UMCP actions."

Item E2: Letter offering you admission

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item E2</u>
Total (N ^a =5,440)	2.41	587

Accepted admission (N=3,251)	2.48	307
Declined admission (N=2,189)	2.29	280

Black (N=727)	2.32	243
White (N=4,713)	2.42	344

In-state resident (N=3,143)	2.39	322
Out-of-state resident (N=2,297)	2.43	265

High achievement (N=792)	2.27	212
Other achievement (N=4,648)	2.43	375

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = very quick, 2 = quick, 3 = as expected, 4 = late, and 5 = very late. Analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aEstimated number in the population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Table 5.3

**Estimated Population Means for Responses
to Question E: "Rate the timeliness
of the following UMCP actions."**

Item E3: Notification of decision by honors committee

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item E3</u>
Total (N ^a =1,218)	2.66	131

Accepted admission (N=579)	2.68	58
Declined admission (N=639)	2.63	73

Black (N=188)	2.71	52
White (N=1,030)	2.65	79

In-state resident (N=775)	2.88	79
Out-of-state resident (N=443)	2.27	52

High achievement (N=344)	2.73	74
Other achievement (N=874)	2.63	57

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = very quick, 2 = quick, 3 = as expected, 4 = late, and 5 = very late. Analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aEstimated number in the population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Table 5.4

**Estimated Population Means for Responses
to Question E: "Rate the timeliness
of the following UMCP actions."**

Item E4: Notification of on-campus housing availability

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item E4</u>
Total (N ^a =4,011)	2.65	426

Accepted admission (N=2,766)	2.79	261
Declined admission (N=1,245)	2.34	165

Black (N=598)	2.61	191
White (N=3,413)	2.66	235

In-state resident (N=2,210)	2.64	219
Out-of-state resident (N=1,801)	2.66	207

High achievement (N=515)	2.68	148
Other achievement (N=3,496)	2.65	278

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = very quick, 2 = quick, 3 = as expected, 4 = late, and 5 = very late. Analysis of variance indicated that the following effect is significant at $p < .01$: acceptance status (accepted vs. declined admission).

^aEstimated number in the population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Table 5.5

Estimated Population Means for Responses
to Question E: "Rate the timeliness
of the following UMCP actions."

Item E5: Notification of financial aid award decision

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item E5</u>
Total (N ^a =2,042)	3.14	258

Accepted admission (N=1,366)	3.30	157
Declined admission (N=676)	2.82	101

Black (N=486)	3.50	153
White (N=1,556)	3.03	105

In-state resident (N=1,306)	3.15	146
Out-of-state resident (N=736)	3.13	112

High achievement (N=363)	3.00	102
Other achievement (N=1,679)	3.17	156

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = very quick, 2 = quick, 3 = as expected, 4 = late, and 5 = very late. Analysis of variance indicated that the following effect and interaction are significant at $p < .01$: acceptance status (accepted vs. declined admission) and the interaction of acceptance status by residence status.

^aEstimated number in the population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Table 5.5 (Con't.)
Estimated Population Means for Responses
to Question E: "Rate the timeliness
of the following UMCP actions."

Item E5: Notification of financial aid award decision

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item E5</u>
Accepted admission		
In-state resident (N ^a =921)	3.20	86
Out-of-state resident (N=445)	3.50	71

Declined admission		
In-state resident (N=385)	3.01	60
Out-of-state resident (N=291)	2.56	41

Note. There were 591 respondents in the total sample. Estimated population means are based on all responses of 1 through 5, where 1 = very quick, 2 = quick, 3 = as expected, 4 = late, and 5 = very late. Analysis of variance indicated that the following effect and interaction are significant at $p < .01$: acceptance status (accepted vs. declined admission) and the interaction of acceptance status by residence status.

^aEstimated number in the population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Table 6

**Estimated Population Means for Items in Question EE:
"Rate the timeliness of the following actions by the
college you plan to attend in the Fall, if any."**

<u>Item</u>	<u>Estimated Population Mean</u>	<u>Estimated Population^a</u>	<u>Number of Respondents</u>
1. Mailing of admissions forms to you	1.95	2,010	246
2. Letter offering you admission	2.17	2,167	272
3. Notification of decision by honors committee	1.91	618	75
4. Notification of on-campus housing availability	2.35	1,882	237
5. Notification of financial aid award decision	2.70	1,044	153

Note. Only those who had declined admission were asked to rate these items. There were 282 respondents in the declined admission sample. Estimated population means are based on all responses of 1 through 5, where 1 = very quick, 2 = quick, 3 = as expected, 4 = late, and 5 = very late.

^aEstimated number in the declined admission population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Table 6.1

**Estimated Population Means for Responses
to Question EE: "Rate the timeliness of
the following actions by the college you
plan to attend in the Fall, if any."**

Item EE1: Mailing of admissions forms to you

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item EE1</u>
Total (N ^a =2,010)	1.95	246

Black (N=227)	2.10	103
White (N=1,783)	1.93	143

In-state resident (N=968)	1.90	136
Out-of-state resident (N=1,042)	1.98	110

High achievement (N=383)	1.97	90
Other achievement (N=1,627)	1.94	156

Note. Question EE was only asked of those who declined admission; there were 282 respondents in the declined admission sample. Estimated population means are based on all responses of 1 through 5, where 1 = very quick, 2 = quick, 3 = as expected, 4 = late, and 5 = very late. Analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aEstimated number in the declined admission population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Table 6.2

Estimated Population Means for Responses to Question EE: "Rate the timeliness of the following actions by the college you plan to attend in the Fall, if any."

Item EE2: Letter offering you admission

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item EE2</u>
Total (N ^a =2,167)	2.17	272

Black (N=250)	2.19	114
White (N=1,917)	2.16	158

In-state resident (N=1,064)	2.02	151
Out-of-state resident (N=1,103)	2.31	121

High achievement (N=432)	2.16	102
Other achievement (N=1,735)	2.17	170

Note. Question EE was only asked of those who declined admission; there were 282 respondents in the declined admission sample. Estimated population means are based on all responses of 1 through 5, where 1 = very quick, 2 = quick, 3 = as expected, 4 = late, and 5 = very late. Analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aEstimated number in the declined admission population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Table 6.3

**Estimated Population Means for Responses
to Question EE: "Rate the timeliness of
the following actions by the college you
plan to attend in the Fall, if any."**

Item EE3: Notification of decision by honors committee

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item EE3</u>
Total (N ^a =618)	1.91	75

Black (N=96)	2.18	40
White (N=522)	1.86	35

In-state resident (N=300)	2.02	37
Out-of-state resident (N=318)	1.80	38

High achievement (N=162)	2.30	37
Other achievement (N=456)	1.77	38

Note. Question EE was only asked of those who declined admission; there were 282 respondents in the declined admission sample. Estimated population means are based on all responses of 1 through 5, where 1 = very quick, 2 = quick, 3 = as expected, 4 = late, and 5 = very late. Analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aEstimated number in the declined admission population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Table 6.4

**Estimated Population Means for Responses
to Question EE: "Rate the timeliness of
the following actions by the college you
plan to attend in the Fall, if any."**

Item EE4: Notification of on-campus housing availability

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item EE4</u>
Total (N ^a =1,882)	2.35	237

Black (N=222)	2.55	102
White (N=1,660)	2.32	135

In-state resident (N=934)	2.42	129
Out-of-state resident (N=948)	2.29	108

High achievement (N=389)	2.42	92
Other achievement (N=1,493)	2.33	145

Note. Question EE was only asked of those who declined admission; there were 282 respondents in the declined admission sample. Estimated population means are based on all responses of 1 through 5, where 1 = very quick, 2 = quick, 3 = as expected, 4 = late, and 5 = very late. Analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aEstimated number in the declined admission population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Table 6.5

Estimated Population Means for Responses
to Question EE: "Rate the timeliness of
the following actions by the college you
plan to attend in the Fall, if any."

Item EE5: Notification of financial aid award decision

<u>Population</u>	<u>Estimated Population Mean</u>	<u>Number of Respondents to Item EE5</u>
Total (N ^a =1,044)	2.70	153

Black (N=195)	2.82	86
White (N=849)	2.67	67

In-state resident (N=599)	2.84	89
Out-of-state resident (N=445)	2.51	64

High achievement (N=271)	2.68	66
Other achievement (N=773)	2.71	87

Note. Question EE was only asked of those who declined admission; there were 282 respondents in the declined admission sample. Estimated population means are based on all responses of 1 through 5, where 1 = very quick, 2 = quick, 3 = as expected, 4 = late, and 5 = very late. Analysis of variance indicated that there are no significant effects or interactions ($p < .01$).

^aEstimated number in the declined admission population. The number in the population has been reduced by the proportion of respondents who indicated that the item did not apply to them.

Table 7.1

Estimated Population Percentages of Students Accepting Admission Indicating That Their Experiences With the UMCP Admissions Office in any way led to Their Decision to Attend UMCP--Question F

Population	Estimated Population Percentage	Number of Respondents to Question F
Total (N ^a =3,251)	16.8%	306
Black (N=479)	28.9	126
White (N=2,772)	14.7	180
In-state resident (N=2,055)	14.5	164
Out-of-state resident (N=1,196)	20.6	142
High achievement (N=360)	13.4	108
Other achievement (N=2,891)	17.2	198

Table 7.2

Estimated Population Percentages of Students Declining Admission Indicating That Their Experience With the UMCP Admissions Office in any way led to Their Decision Not to Attend UMCP--Question F

Population	Estimated Population Percentage	Number of Respondents to Question F
Total (N ^a =2,194)	9.5%	281
Black (N=253)	10.3	118
White (N=1,941)	9.4	163
In-state resident (N=1,091)	11.7	158
Out-of-state resident (N=1,103)	7.4	123
High achievement (N=432)	7.6	104
Other achievement (N=1,762)	10.0	177

Note. The total number of respondents to the survey who had accepted admission was 309. The total number of respondents who had declined admission was 282. Logit analysis of the three effects--acceptance status (accepted vs. declined admission), race, and residence status--and of their interactions indicated that the following effects are significant at $p < .05$: acceptance status and race. Achievement levels were omitted from the analysis because of some zero cell values.

^aNumber in the population.

Table 8

**Estimated Population Percentages of Students Declining Admission
to UMCP Indicating That They Would be Enrolled in a College
or University for the Fall 1988 Semester--Question G**

<u>Population</u>	<u>Estimated Population Percentage</u>	<u>Number of Respondents to Question G</u>
Total (N ^a =2,194)	97.1%	282
<hr/>		
Black (N=253)	98.6	118
White (N=1,941)	96.9	164
<hr/>		
In-state resident (N=1,091)	96.5	159
Out-of-state resident (N=1,103)	97.7	123
<hr/>		
High achievement (N=432)	98.9	104
Other achievement (N=1,762)	96.6	178

Note. All 282 respondents who had declined admission to UMCP responded to this question.

^aNumber in the population.

ADMS SURVEY DATA--A3ADMS08--FREQUENCIES AND MULTIPLE RESPONSE

TUE,

FILE D2ADMS95 (CREATION DATE = 10/18/88)

B8

TYPE OF OTHER CONTACT (*See attached list of codes*)

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
HONORS PROGRAM TOUR	2.	3	.5	4.2	4.2
CAMPUS VISIT	3.	9	1.5	12.5	16.7
ORIENTATION	4.	11	1.8	15.3	31.9
NON-OVA UMCP OFFICE	5.	5	.8	6.9	38.9
UMCP PERSONAL CONTAC	6.	13	2.2	18.1	56.9
SCHOLARSHIP INTERVIE	7.	1	.2	1.4	58.3
SAT IN ON CLASS	8.	1	.2	1.4	59.7
TALKED WITH OVA SECR	9.	1	.2	1.4	61.1
GIFTED AND TALENTED	10.	2	.3	2.8	63.9
UMCP SUMMER PROGRAM	11.	3	.5	4.2	68.1
ADOPT A STUDENT	12.	3	.5	4.2	72.2
ATHLETIC COACH CONTA	13.	1	.2	1.4	73.6
MINORITY FOCUS DAY--	14.	2	.3	2.8	76.4
SWE ENGINEERS DAY	15.	2	.3	2.8	79.2
AG. COLLEGE SPECIAL	16.	1	.2	1.4	80.6
CORRECTING ERROR IN	17.	1	.2	1.4	81.9
BRIDGE PROGRAM	18.	2	.3	2.8	84.7
TO FIND LOST TRANSCR	19.	1	.2	1.4	86.1
HONOR STUDENT DINNER	20.	1	.2	1.4	87.5
WEEKEND ON CAMPUS	21.	1	.2	1.4	88.9
DROVE THROUGH CAMPUS	22.	1	.2	1.4	90.3
DROPPED IN TO OVA	23.	1	.2	1.4	91.7

ADMS SURVEY DATA--A3ADMS98--FREQUENCIES AND MULTIPLE RESPONSE

TUE,

FILE D2ADMS95 (CREATION DATE = 10/18/88)

NET WITH HONORS REPR	24.	1	.2	1.4	93.1
ATTENDED COMPUTER FA	25.	1	.2	1.4	94.4
OTHER	26.	4	.7	5.6	100.0
NONE	0.	524	87.9	MISSING	100.0
		<hr/>	<hr/>	<hr/>	
	TOTAL	596	100.0	100.0	

VALID CASES

72

MISSING CASES

524

B8. Other type of contact with UMCP Admissions Office:

- 1 Circled but none listed**
- 2 Tour or information session for General Honors Program students**
- 3 Campus visit; class trip**
- 4 Orientation**
- 5 Contact with other UMCP office or department or faculty member**
- 6 Contact with other UMCP student or alumna/alumnus, including relatives**
- 7 Scholarship interviews**
- 8 Arrangements to sit in on a class**
- 9 Talked with Admissions Office secretary/receptionist while on campus**
- 10 Program for gifted and talented and/or Banneker recipient**
- 11 Summer program at UMCP**
- 12 Adopt-a-Student**
- 13 Contact with athletic coach**
- 14 Minority focus day; black student awareness day**
- 15 SWE engineers day at UMCP**
- 16 Lunch at Rossborough with Agriculture department head, Agriculture faculty member, and admissions officer.**
- 17 Visit to Admissions Office to clear up an error (during Orientation)**
- 18 Bridge Program**
- 19 Met with people who lost his transcript**
- 20 Honors student dinner on campus**
- 21 Spent weekend on campus**
- 22 Drove through campus**
- 23 Dropped in to talk to Admissions staff**
- 24 Met on campus with Honors Program representative**
- 25 Attended computer fair**
- 26 Other**

ADMS SURVEY DATA--A3ADMS08--FREQUENCIES AND MULTIPLE RESPONSE

TUE,

FILE D2ADMS95 (CREATION DATE = 10/18/88)

DEPT ACAD. DEPT. CONTACTED (C Items 6)

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
	AGRI	5	.8	2.0	2.0
	ALSC	1	.2	.4	2.3
	APDS	1	.2	.4	2.7
	ARCH	7	1.2	2.7	5.5
	ARHU	12	2.0	4.7	10.2
	ARTS	1	.2	.4	10.5
	BIOL	5	.8	2.0	12.5
	BMGT	37	6.2	14.5	27.0
	BSOS	15	2.5	5.9	32.8
	CHEM	3	.5	1.2	34.0
	CMPS	6	1.0	2.3	36.3
	CMSC	6	1.0	2.3	38.7
	CRIM	1	.2	.4	39.1
	ECON	1	.2	.4	39.5
	EDSP	1	.2	.4	39.8
	EDUC	8	1.3	3.1	43.0
	ENEE	2	.3	.8	43.8
	ENGL	5	.8	2.0	45.7
	ENGR	64	10.7	25.0	70.7
	GVP1	3	.5	1.2	71.9
	HIST	1	.2	.4	72.3
	HSAD	2	.3	.8	73.0

FILE D2ADMS95 (CREATION DATE = 10/18/18)

HUEC	2	.3	.8	73.8
JOUR	15	2.5	5.9	79.7
LIFS	14	2.3	5.5	85.2
LING	1	.2	.4	85.5
MATH	7	1.2	2.7	88.3
MICB	1	.2	.4	88.7
MUSC	2	.3	.8	89.5
NUTR	1	.2	.4	89.8
PERH	1	.2	.4	90.2
PHED	3	.5	1.2	91.4
PHYS	7	1.2	2.7	94.1
PREP	2	.3	.8	94.9
PSYC	4	.7	1.6	96.5
RTVF	1	.2	.4	96.9
SPAN	1	.2	.4	97.3
THET	1	.2	.4	97.7
UGST	6	1.0	2.3	100.0
NONE LISTED	340	57.0	MISSING	100.0
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TOTAL	596	100.0	100.0	

VALID CASES	256	MISSING CASES	340
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ADMS SURVEY DATA--A3ADMS08--FREQUENCIES AND MULTIPLE RESPONSE

TUE,

FILE D2ADMS95 (CREATION DATE = 10/18/88)

D7 TYPE OF OTHER PROBLEM (See attached list of codes)

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
CATEGORIZED AS NO/RE	2.	5	.8	9.3	9.3
ORIENTATION--INFO AB	3.	3	.5	5.6	14.8
MISPLACED HONORS APP	4.	1	.2	1.9	16.7
SCHOLARSHIP-LATE NOT	5.	3	.5	5.6	22.2
SLOW ADMISSIONS PROC	6.	2	.3	3.7	25.9
MISPLACED RECOMM. OR	7.	2	.3	3.7	29.6
HONORS PROGRAM REJEC	8.	1	.2	1.9	31.5
LATE FINANCIAL AID D	9.	4	.7	7.4	38.9
CLARIFYING DIFF. BET	10.	1	.2	1.9	40.7
VERY LITTLE INFO.	11.	1	.2	1.9	42.6
NEVER HEARD ABOUT HO	12.	2	.3	3.7	46.3
PARKING MAP NEEDS DE	13.	1	.2	1.9	48.1
RECEIVED TWO OF EVER	14.	1	.2	1.9	50.0
REFUSED, THEN ACCEPT	15.	2	.3	3.7	53.7
LONG WAIT ON PHONE	16.	3	.5	5.6	59.3
FINANCIAL AID INFO.	18.	3	.5	5.6	64.8
REFUSAL LETTER BEFOR	19.	1	.2	1.9	66.7
ACCEPTANCE TO PRE BE	20.	1	.2	1.9	68.5
UNCLEAR WHETHER DEPO	21.	1	.2	1.9	70.4
PROBLEMS WITH HOUSIN	22.	3	.5	5.6	75.9
COMMUNICATION WITH O	23.	2	.3	3.7	79.6
TERMS USED ON APPLIC	24.	1	.2	1.9	81.5

ADMS SURVEY DATA--A3ADMS08--FREQUENCIES AND MULTIPLE RESPONSE

TUE,

FILE D2ADMS95 (CREATION DATE = 10/18/88)

KEPT RECEIVING INFO.	25.	2	.3	3.7	85.2
OTHER	26.	8	1.3	14.8	100.0
NONE	0.	542	90.9	MISSING	100.0
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TOTAL		596	100.0	100.0	

VALID CASES	54	MISSING CASES	542
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- D7. Other problem encountered in applying to UMCP:
- 1 Circled but none listed
 - 2 Categorized as a nonresident
 - 3 Parking at orientation; did not hear from orientation
 - 4 Misplaced transcript/application for Honors Program
 - 5 Late scholarship consideration and interview; no scholarship information or consideration; late notice concerning scholarship
 - 6 Late notice of admission; slow admissions award process
 - 7 Misplaced recommendations/SAT scores
 - 8 Honors program sent rejection, acceptance, and rejection letters
 - 9 Late notice of financial aid decision
 - 10 Clarifying differences between majors
 - 11 Received very little information
 - 12 Never heard about admission to Honors
 - 13 Map indicating parking lots needs more detail
 - 14 Received two of everything
 - 15 First received refusal, then acceptance notice
 - 16 Put on hold for a long time (one was a long distance call)
 - 17 Did not correct incorrect social security number
 - 18 Problems with financial aid information; poor communication with financial aid; lack of financial aid information
 - 19 Getting refusal letter before second set of SATs was received
 - 20 Acceptance to Pre-Engineering before Engineering
 - 21 Unclear whether deposit received
 - 22 Housing office sent notice of cancellation; problems concerning housing
 - 23 Poor communication with other offices
 - 24 Difficulty in understanding terms used on application
 - 25 Received information from UMCP after notified them he/she was not coming
 - 26 Other